

NTD Definitions / Dial-A-Ride Glossary of Terms

Revenue Service

Revenue service is when the transit vehicle is providing public transportation and is available to carry passengers. Revenue service excludes non-public transportation activities such as exclusive school bus service and charter service. Vehicles operated in fare free service are considered in revenue service.

Revenue service is measured in terms of revenue hours and revenue miles. For non-rail services, the service is measured in vehicle revenue hours (VRH) and vehicle revenue miles (VRM). For rail services, the service is measured in two different ways — train revenue hours (miles) and passenger car revenue hours (miles).

Revenue hours and miles for conventionally scheduled services, are comprised of two elements:

1. Running time, and
2. Layover / recovery time.

Running time is the time it takes the transit vehicle to travel from the beginning to the end of the transit route. The passenger timetable typically shows the running times for all trips operated by a Corona Transit.

The layover / recovery time typically is scheduled at the end of each trip and usually ranges from 10 to 20 percent of the running time. The time is scheduled to provide the transit operator a rest break and to provide an opportunity to get the transit service back on schedule if it was running late on the last trip.

For demand response (DR) service, the definition of revenue service is slightly different than that for conventionally scheduled service. Revenue time includes all travel and time from the point of the first passenger pick-up to the last passenger drop-off, as long as the vehicle does not return to the dispatching point.

Deadhead

Deadhead is the operating time needed to move a transit vehicle before revenue service begins and after revenue service ends. When transit vehicles are deadheading, they operate closed-door and are not available to passengers. Deadhead in fixed route services can involve travel between:

- The garage and the beginning of a route
- The end of one route and the start of a second route, or
- The end of a route and the garage.

Note that bus (MB) deadhead includes mileage and time when the vehicle is not advertised as available for the general public, but is traveling to its first publicly advertised stop from the garage, or to the garage from the last publicly advertised stop. For a vehicle to be considered in revenue service, there must be a marked stop which is advertised in schedules and the bus must indicate that it is in revenue service.

For non-fixed route services (demand response (DR), vanpool (VP)), deadheading can involve travel between:

- The garage and the dispatching point
- The garage and the first passenger pick-up
- The last passenger drop-off and the dispatching point
- The last passenger drop-off and the garage, or
- The dispatching point and the garage.

Deadhead does not include vehicle travel during other times when vehicles are not available to the general public. Examples include non-public transportation activities such as charter or exclusive school bus service and internal transit activities such as operator training and moving vehicles between maintenance or operations facilities.

Total Service

Total service covers the time from when a transit vehicle starts (pull-out time) from a garage to go into revenue service to the time it returns to the garage (pull-in time) after completing its revenue service. Since total service covers the time between pull-out and pull-in, it therefore includes both deadhead and revenue service.

Total service is measured in terms of hours and miles. For non-rail services, the service is measured in vehicle hours and vehicle miles. For rail services, the service is measured in two different ways — train hours (miles) and passenger car hours (miles).

Paratransit/Dial-A-Ride Glossary of Terms

Customer No Show – shall mean the failure of a customer to meet a vehicle that has arrived *within the performance window* as scheduled. Should the vehicle not arrive on time, the trip shall be marked as a Missed Trip (see below.)

Dwell Time – the interval of time a vehicle is in revenue service but is not actually going to pick-up or to drop-off a passenger.

Escort – (or companion) is a person that travels with a customer. Escorts may travel provided there is available space in that time slot, but the reservation for the customer must specify the number of persons accompanying them on the trip in advance to ensure an accurate count. An escort is different from a PCA (see definition below.)

Excessively Late Trip – shall mean a trip, which arrives 45 minutes (or more) outside of the scheduled pick-up window (including specified no-later-than drop off times as negotiated), and the customer accepts the trip. These trips will be identified in RouteMatch as “*Missed But Transported.*”

Fare Category – is the fare designation the customer travels under such as *Senior Ticket* or *Disabled Cash*. Each passenger that boards a vehicle in revenue service, and all persons who accompany them, must be recorded on the driver’s trip sheet by the appropriate fare category.

Late Trip – shall mean any trip, which arrives from one to 44 minutes outside of the scheduled pick-up window, and the customer accepts the trip. A trip shall also be deemed late should the *drop-off* occur outside the window (-30/+0) for clients with a specified no-later-than time in their reservation.

Late Cancellation – shall mean any cancellation by the customer within two hours of a scheduled trip.

Manifest – shall mean the schedule provided to a vehicle operator listing all stops and time points during a vehicle run.

Missed Trip – or *Contractor No Show* shall mean any trip not performed other than a Cancellation or Customer No Show. A “missed trip designator” must be used in RouteMatch to indicate a trip where the contractor did not (or was unable) to show up, or arrived outside the pickup window and the customer refused the trip (or was unavailable to take the trip.)

Missed But Transported – an excessively late trip, which arrives 45 minutes (or more) outside of the scheduled pick-up window, and the customer accepts the transport. This designation must be used in RouteMatch for all trips in this category.

On-Time Performance – shall mean a measure of service reliability based on the percentage of completed trips in which the contractor picked up a customer within the 30-minute scheduled pick-up window. On time report shall capture **all** trips, including those performed before (early) and after (late) the on time window. This information shall also capture trips performed outside the *drop-off window* for passengers with a no-later-than time in their reservation. Performance standard for these trips shall be - 30 minutes (up to 30 minutes early) + 0 minutes late.

Personal Care Attendant (PCA) – shall mean a person who is authorized or required by

Corona Transit to accompany the customer for the purpose of providing travel and other assistance to the customer. A Personal Care Attendant differs from a companion or escort in that as required by the American’s With Disabilities Act (ADA), PCA’s always travel free of charge.

Pick-Up Time (Window) – shall mean the confirmed pick-up window as agreed upon by the customer and the contractor and that appears on the manifest. The scheduled pick up time shall be a thirty (30) minute window, 15 minutes *before* and 15 minutes *after* the appointment (center point) time. For passengers with a no-later-than time in their reservation, the on time window shall be determined by the drop-off time, and shall be minus 30/plus 0.

Vehicle Revenue Hour (VRH) – shall mean the period of time the vehicle operator is performing the customer transportation services required under this contract, *excluding* deadhead and any contractually agreed upon break/lunch interval or vehicle down time due to mechanical failure. This also excludes any out of service time due to drivers “split” shifts, or blocks of time in a driver’s schedule where the operator is not scheduled in active revenue service. Revenue hour shall mean the period of time from the first customer pick-up until the last customer drop-off minus all said break periods.

Vehicle Revenue Mile (VRM) – shall mean the mileage the vehicle operator is performing the customer transportation services required under this contract, *excluding* deadhead miles. Revenue mile shall mean the mileage from the first customer pick-up to the last customer drop-off, excluding any miles traveled during the contractually agreed upon lunch interval, during vehicle down time due to mechanical failure, or during intervals where driver is not scheduled in active revenue service.

Deadhead Hours – the interval of time a vehicle is on the road but not in revenue service.

This time will include the interval *from* the yard in the morning to the first pickup, *to* the yard from the last drop-off, during any lunch/break intervals, refueling, and during any downtime due to mechanical failure. This also includes any out of service time due to drivers “split” shifts, or blocks of time in a driver’s schedule where the operator is not scheduled in active revenue service. These blocks of time are **not** to be included in revenue service hours.

Deadhead Miles – the mileage accumulated while the vehicle is on the road, but not in revenue service. These miles will include the interval *from* the yard in the morning to the first pickup, *to* the yard from the last drop-off, during any lunch/break intervals, refueling, and during any downtime due to mechanical failure. This also includes any out of service time due to drivers “split” shifts, or blocks of time in a driver’s schedule where the operator is not scheduled in active revenue service. This mileage is **not** to be included in revenue service miles.